

# Long-Term Care Ombudsman Program

The federal Older Americans Act requires each state to have a Long-Term Care Ombudsman Program. The Office of the State Long-Term Care Ombudsman serves as an advocate for older persons receiving long-term care. This includes care provided in a nursing home or assisted living facility, or through community-based services to persons living at home. An ombudsman in each local area agency on aging can:

- ◆ Assist older citizens, their families or caregivers in obtaining the type of care that will best meet their needs;
- ◆ Receive, investigate, and work to resolve complaints involving the quality of care;
- ◆ Assist long-term care recipients in exercising their rights;
- ◆ Mediate concerns between a recipient and/or their family and the facility or service provider;
- ◆ Provide recipients and their families with information about public benefits and resources; and
- ◆ Monitor and address regulations and policies affecting long-term care recipients.

The program is dedicated to assisting long-term care recipients in a confidential manner and to finding solutions for persons with concerns about services. If you need assistance, please contact the Center for Elder Rights.



## Center for Elder Rights

Virginia Department for the Aging

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**This service is provided at no cost by the Virginia Department for the Aging.**

**Nationwide Toll-Free Voice/TTY: 1-800-552-3402**